



# **Veterans Benefits Administration**

**Presentation to:**

## **VA Voluntary Service National Advisory Committee**

**April 29, 2011**

**John O'Hara  
Executive Management Officer  
Veterans Benefits Administration  
Department of Veterans Affairs**



# Mission

---

"To care for him who shall have borne the battle, and for his widow, and his orphan."

**President Abraham Lincoln  
2<sup>nd</sup> Inaugural Address  
March 1865**

The mission of the Veterans Benefits Administration (VBA), in partnership with the Veterans Health Administration and the National Cemetery Administration, is to provide benefits and services to Veterans and their families in a responsive, timely, and compassionate manner in recognition of their service to the Nation.



# Economic Opportunity

---

- **Vocational Rehabilitation and Employment** - Provides educational and vocational services for eligible Veterans to achieve an occupational goal.
- **Education** - Provides educational assistance to eligible Service members, Veterans, Selected Reserve members and eligible surviving spouses/children of Veterans.
- **Loan Guaranty**- Home loan guaranties are issued to help eligible Service members, Veterans, reservists and unmarried surviving spouses obtain homes, condominiums, residential cooperative housing units, manufactured homes, and to refinance loans.



# Disability Assistance

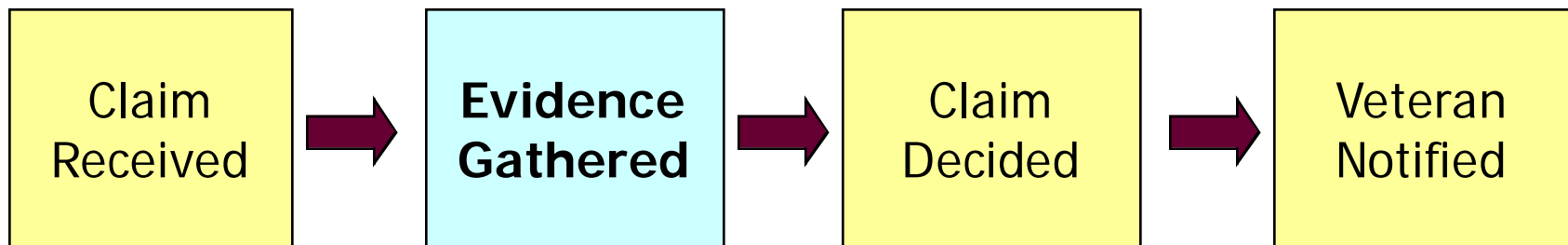
---

- **Life Insurance** - Programs for Veterans and Service members who may not be able to get insurance from private companies because of extra risks involved in military service, or a service connected disability.
- **Disability pension** - awarded to wartime Veterans with permanent and total disabilities which are not the result of military service or Veterans at least 65 years of age (subject to income limitations).
- **Disability compensation** - awarded for injuries and illnesses incurred in or aggravated by military service or, in some cases, due to VA health care.



# Processing Claims

VA Secretary Shinseki has set the goals of eliminating the disability claims backlog by 2015 and of processing disability claims so no Veteran has to wait more than 125 days for a quality decision with 98 percent accuracy.





# Serving Veterans

---

- **Integrated Disability Evaluation System** is a joint DoD/VA initiative that provides a single comprehensive VA physical examination that meets VA and DoD requirements for disability.
- **Fiduciary program** is responsible for protecting the benefits of incompetent VA beneficiaries and ensuring their welfare and needs are met.
- **Benefits Assistance Service** was established in 2010 to transform outreach and public contact activities through a client-centered approach.
- **eBenefits** is a jointly sponsored VA/DoD one-stop shop for online benefits-related tools and information. This portal is designed for Wounded Warriors, Veterans, Service Members, their families, and their caregivers. [www.ebenefits.va.gov](http://www.ebenefits.va.gov)



# Accessing VA Information

---

The following VA websites are helpful in researching benefits, and are constantly updated, ensuring most current information is available:

- Department of Veteran Affairs – [www.va.gov](http://www.va.gov)
- Veterans Benefits Administration – [www.vba.va.gov](http://www.vba.va.gov)
- Veterans Health Administration – [www.va.gov/health](http://www.va.gov/health)
- National Cemetery Administration – [www.cem.va.gov](http://www.cem.va.gov)

VA has also launched the following websites on specific programs that provide even greater detail on the individual program:

- Post 9/11 GI Bill – [www.gibill.va.gov](http://www.gibill.va.gov)
- VetSuccess – [www.vetsuccess.gov](http://www.vetsuccess.gov)
- Vet Centers – [www.vetcenter.va.gov](http://www.vetcenter.va.gov)

The on-line VA Inquiry Routing & Information System at <https://iris.custhelp.com> allows a person to submit a question.



# Contacting VA

---

If you would like to speak to someone about a question or concern, VA's national call centers are available to assist you:

- |                                 |                |
|---------------------------------|----------------|
| ■ General Benefits Information  | 1-800-827-1000 |
| ■ Debt Management Center        | 1-800-827-0648 |
| ■ CHAMPVA                       | 1-800-733-8387 |
| ■ Education – GI Bill           | 1-888-442-4551 |
| ■ Healthcare Benefits           | 1-877-222-8387 |
| ■ Life Insurance:               |                |
| Service Members <i>or</i>       |                |
| Veterans Group Life Insurance   | 1-800-419-1473 |
| All other Insurance             | 1-800-669-8477 |
| ■ Special Issues (Agent Orange) | 1-800-749-8387 |
| ■ Headstones & Markers          | 1-800-697-6947 |
| ■ Veterans Crisis Line          | 1-800-273-8255 |
| ■ TDD (Hearing Impaired)        | 1-800-829-4833 |